

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Office Assistant I Office Assistant II	Job Family: 5 5
General Classification: Front-Line	Job Grade: 2 6

Definition: To perform a wide variety of routine to moderately complex clerical duties related to the function and department assigned.

Distinguishing Characteristics:

Office Assistant I—This is the entry-level class in the Office Assistant series. This class is distinguished from the Office Assistant II series by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Receives direct supervision from management, supervisory or higher-level clerical positions, and may receive functional and technical supervision from higher-level secretarial personnel.

Office Assistant II—This is the full journey-level class within the Office Assistant series. This class is distinguished from the Office Assistant I by the assignment of the full range of duties expected of this class. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives general supervision from management, supervisory or higher-level clerical positions, and may receive functional and technical supervision from higher-level secretarial personnel.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Perform general clerical duties related to assigned functional area and department.

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2. Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, Dictaphone recordings or verbal instruction.
3. Act as a receptionist; answer the telephone and wait on the general public; give information on department and assigned program activities.
4. Issue, receive, type and process various applications, permits and other forms.
5. Collect and process fees and charges; record payments and send delinquent notices when necessary; process permits and licenses; register participants in City-sponsored programs.
6. Schedule inspections and appointments as assigned.
7. Perform a wide variety of routine clerical work including filing, billing, monitoring and recording information on office records.
8. Sort and file documents and records; maintain alphabetical, index, and cross-reference files and systems; process records and files in an organized fashion within determined records management parameters; retrieve requested files; update, publish and distribute inventory of records for participating departments; keep indexing system current; destroy files according to procedures.
9. Maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports.
10. Operate standard office equipment, including word processing equipment as assigned; may perform duties on computer spreadsheet programs.
11. Receive, sort and distribute incoming and outgoing mail.
12. Post notices as directed.
13. Perform related duties as assigned.

Minimum Qualifications:

Office Assistant I

Knowledge of: English usage, spelling, grammar and punctuation; office methods and equipment, including filing systems.

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Ability to: Learn the organization, procedures and operating details of the City department and unit to which assigned; learn how to use word processing equipment; perform routine clerical work including maintenance of appropriate records and preparation of general reports; verify and check files and data; understand and carry out both oral and written directions; perform simple mathematical calculations; establish and maintain effective working relationships with those contacted in the course of work; operate a variety of office equipment such as a calculator, typewriter and personal computer; some positions may require the ability to type accurately at a speed of 45 words per minute.

Office Assistant II

In addition to the minimum qualifications for Office Assistant I:

Knowledge of: Organization, procedures and operating details of the City department and unit to which assigned; basic computer operations.

Ability to: Use computer word processing equipment; some positions may require the ability to type accurately at a speed of 45 words per minute; learn how to use a spreadsheet or data base programs on the computer including creating shells for data collection.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Office Assistant I

Recommended: One year of clerical experience is desirable. Equivalent to the completion of the 12th grade.

Office Assistant II

Recommended: Eighteen months of experience performing duties comparable to that of an Office Assistant I for the City of Mountain View. Equivalent to the completion of the 12th grade.

Established January 1994
Revised

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Office Assistant II

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